GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:3101
ANSWERED ON:18.12.2008
TRAINING TO CUSTOMER CARE OFFICERS
Kaushal Shri Raghuvir Singh

Will the Minister of RAILWAYS be pleased to state:

(a) whether the Railways have given any contract/work to some private company to impart training to customer care officers;

(b) if so, the details thereof and the present status of progress of work in this regard; and

(c) the details of the work proposed to be undertaken in future in this regard?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS(DR. R. VELU)

(a) to (c): The contract for imparting 05 days' customer care training to the frontline staff of Indian Railways has been awarded through tender process to a private company for a period of 03 years.The training has commenced from 13.10.2008. The training aims at improving the inter-personal skills of the frontline staff and to equip them for handling the rail users in a courteous manner.